

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

|                       |  |      |       |
|-----------------------|--|------|-------|
| Job Title:            | Consultation & Engagement Officer                          | JEID | R0341 |
| Salary Grade:         | Scale K (Part-time up to 0.6WTE)                           |      |       |
| Team:                 | Business Intelligence Service                              |      |       |
| Service Area:         | Enabling Services  |      |       |
| Primary Location:     | Shire Hall, Warwick  |      |       |
| Political Restriction | None   |      |       |
| Responsible to:       | Business Intelligence Service Manager (Strategic Research) |      |       |
| Responsible for:      | N/A  |      |       |

#### Role Purpose

- To work with the Consultation & Engagement Professional Specialist and the Business Intelligence Service Manager (Strategic Research) to support corporate consultation and engagement activity including the delivery of a standing residents' group, and support for any commissioned engagement activities with external agencies.
- To ensure that consultation and engagement activities meet the requirements of WCC (Warwickshire County Council) Corporate Board and elected members by supporting the production and timely implementation of a prioritised work programme in liaison with key members of staff.
- To provide input to the design, build and analysis of consultation and engagement activities using a range of methods.
- To contribute to the delivery of effective business and commissioning intelligence to inform Warwickshire County Council's commissioning decisions.
- To support the Business Intelligence Service Manager and other senior officers in the development of policies and strategies which improve outcomes for residents and service users.
- To contribute to the further development of the Business Intelligence Service through partnership working.

## Role Responsibilities

1. To manage the recruitment and day-to-day operation of a residents' group who will be involved in regular engagement activity. This may on occasions involve liaison with external agencies commissioned to deliver aspects of engagement.
2. To ensure that methods used for engagement with the residents' group are robust and that a representative sample of residents are included in engagement activity.
3. To input into the design, build and analysis of consultation and engagement activities throughout the organisation.
4. To work in partnership with others, to ensure a prioritised forward plan of areas for the residents' group to consider is in place.
5. To produce regular reports to stakeholders including Corporate Board on progress and performance of the residents' group.
6. To ensure reports produced on outputs of the residents' group are of high standard and are accessible to a range of audiences.
7. To liaise with the information management and legal teams within WCC to ensure engagement and consultation activities involving the residents' group meet required standards.
8. To support procurement by identifying potential suppliers and researching the market.
9. To work with Business Intelligence colleagues to support engagement and consultation projects with local data and develop any materials as required.
10. To design and implement the evaluation of the residents' group.
11. To contribute to other engagement and consultation activities, as agreed with the Business Intelligence Service Manager and customers.
12. Where relevant to utilise the organisation's Data & Analytics Platform and build business intelligence solutions using Microsoft's business intelligence suite (for example Power BI, Power Automate, PowerApps, Forms).
13. To represent the Business Intelligence Service in meetings.
14. To maintain an awareness of developments within consultation and engagement, and business intelligence, and apply that learning to enhance outputs.
15. To deputise for the Business Intelligence Service Manager (Strategic Research) or Consultation & Engagement Professional Specialist when necessary
16. To work collaboratively with colleagues across Enabling Services in our role ensuring the council effectively uses robust evidence as the basis for its decision making.
17. To contribute positively to the development of a customer-focused culture, promote the Council's vision, outcomes, and core priorities and demonstrate the organisation's agreed behaviours ('Our Behaviours').
18. Any other duties allocated by the Business Intelligence Service Manager (Strategic Research) or Head of Data & Business Intelligence which are within the scope of the grade.
19. To carry out duties in accordance with the Council's Information Security Standards and Human Resource Policies; compliance with the Data Protection Act, Freedom of Information Act and any other relevant legislation that directly affects service delivery.

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

| <b>Essential Criteria</b>  | Assessed by: |
|--|--------------|
| • Educated to degree level in a related discipline.  | A, I, D      |
| • Evidence of continued professional development in a relevant and related field   | A, I, D      |
| • At least two years' experience in research, or consultation/engagement functions   | A, I         |
| • A working knowledge of methods used in consultation and engagement activities.   | A, I, P      |
| • Ability to analyse both qualitative and quantitative data.   | A, I, P      |
| • Experience of working with an external agency to deliver a project.  | A, I         |
| • Experience of evaluating a programme of work.  | A, I         |
| • Experience in the use of software and tools for data analysis, presentation and visualisation  | A, I, P      |
| • Communication skills, including report writing and confidence in delivering complex presentations to a wide range of audiences.                        | A, I, P      |
| • Able to lead a project team and project management skills including prioritisation of activities.  | A, I         |
| • Flexible and adaptable approach to work  | A, I         |
| • Demonstrable achievements in delivering results which meet customer needs including developing recommendations from analysis.                          | A, I         |
| • Able to evaluate the best course of action when faced with a problem or a number of options and take responsibility for decisions.                     | A, I         |
| • The ability to work under pressure including meeting deadlines and dealing with interruptions and prioritising work as well as monitoring performance. | A, I         |
| • IT skills e.g., Microsoft Office   | A, I         |

| <b>Desirable Criteria</b>  | Assessed by: |
|--|--------------|
| • Experience of providing business intelligence solutions using the Microsoft suite (Power BI, Power Automate, PowerApps etc.) | A, I         |
| • Knowledge of key political, legislative and policy drivers affecting local government services.                              | A, I         |
| • Demonstrable achievements in delivering results through working in partnership.  | A, I         |
| • Developing and implementing a service plan   | A, I         |

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

|  |  |
|--|--|
| <input type="checkbox"/> Provision of personal care on a regular basis   | <input type="checkbox"/> Driving HGV or LGV for work   |
| <input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects. | <input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g., long journeys driving own private vehicle or WCC vehicle for work purposes) |
| <input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis   | <input type="checkbox"/> Restricted postural change – prolonged sitting  |
| <input type="checkbox"/> Lone working on a regular basis   | <input type="checkbox"/> Restricted postural change – prolonged standing   |
| <input type="checkbox"/> Night work  | <input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching   |
| <input type="checkbox"/> Rotating shift work   | <input type="checkbox"/> Manual cleaning/ domestic duties  |
| <input type="checkbox"/> Working on/ or near a road  | <input type="checkbox"/> Regular work outdoors   |
| <input checked="" type="checkbox"/> Significant use of computers (display screen equipment)  | <input type="checkbox"/> Work with vulnerable children or vulnerable adults  |
| <input type="checkbox"/> Undertaking repetitive tasks  | <input type="checkbox"/> Working with challenging behaviours   |
| <input type="checkbox"/> Continual telephone use (call centres)  | <input type="checkbox"/> Regular work with skin irritants/ allergens   |
| <input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)   | <input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)   |
| <input type="checkbox"/> Work requiring respirators or masks.  | <input type="checkbox"/> Work with vibrating tools/ machinery  |
| <input type="checkbox"/> Work involving food handling.   | <input type="checkbox"/> Work with waste, refuse   |
| <input type="checkbox"/> Potential exposure to blood or bodily fluids  | <input type="checkbox"/> Face-to-face contact with members of the public   |
| <input type="checkbox"/> Other (please specify):   |  |